



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
 United States Patent and Trademark Office
 Address: COMMISSIONER FOR PATENTS
 P.O. Box 1450
 Alexandria, Virginia 22313-1450
 www.uspto.gov

BIBDATASHEET

Bib Data Sheet

CONFIRMATION NO. 1403

SERIAL NUMBER 10/051,477	FILING DATE 01/16/2002 RULE	CLASS 379	GROUP ART UNIT 2642	ATTORNEY DOCKET NO. V024 1010
-----------------------------	-----------------------------------	--------------	------------------------	-------------------------------------

APPLICANTS

Charles Terence Matthews, Norcross, GA;

John Michael Domjancic, Duluth, GA;

YES *B*

** CONTINUING DATA *****

This appln claims benefit of 60/261,421 01/16/2001

NO *N* *B*

** FOREIGN APPLICATIONS *****

IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** SMALL ENTITY **

** 02/14/2002

Foreign Priority claimed	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no	STATE OR COUNTRY	SHEETS	TOTAL	INDEPENDENT
35 USC 119 (a-d) conditions met	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance <i>B</i>	GA	DRAWING 8	CLAIMS 29	CLAIMS 2
Verified and Acknowledged	Examiner's Signature <i>B</i> Initials				

ADDRESS

Womble Carlyle Sandridge & Rice, PLLC
 P.O. Box 7037
 Atlanta, GA
 30357-0037

TITLE

Dynamic, real-time call tracking for web-based customer relationship management

FILING FEE	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit
RECEIVED 516		